

Initiative	Improve <i>accessIndiana</i> 's Online Subscriber Reporting and Payment Services
Description	Provide the following subscriber functions online: real-time subscriber account look up, ability to remit payments, monthly e-billing statements, renewal notices, and submission of subscription applications. Each of the subscriber functions listed above are related yet independent of each other. Therefore, the deployments will occur over a span of several months.
Support of goal(s)	1. Citizen Service: These functions will make it easier for citizens and businesses to use and pay for state services via <i>accessIndiana</i> . This should increase usage. 5. Continuous Improvement: This improves the usability of the <i>accessIndiana</i> site.
Person / agency responsible	Candy Irven – Indiana Interactive, Inc
Other agencies / areas involved	Indiana Interactive, NIC., User Focus Groups, Legal
Milestones and completion date	Prioritize Reporting and Payment Features for Development and Deployment: May 2004 Develop a Project Plan: May 2004 (eCheck procurement needs to be finished prior to starting this initiative.) Deployment: June 2004 – November 2004 (Dependent on resource availability based on state and local project queues.)